

Partnership HealthPlan of California



eRAF Entry

eRAF Status Checking

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eRAF Entry System – Main Screen

Our eRAF Entry System allows you to enter Referral Authorization Forms via the Internet. Once logged into our Online Systems, click the **eRAF** link and your screen will appear seen below in Picture 1. The screen is divided into 5 sections. To fill out the form, start at the first pane, move right and then down. Sections 1-4 are mandatory. Completing the 5th section, although not mandatory, facilitates patient scheduling by the Specialist office. You may move from section to section using the Tab/Shift Tab keys or simply click in the desired area.

Picture 1: Main eRAF Screen

The screenshot displays the eRAF Main Screen with the following sections and fields:

- Top Left (Blue):** "Enter Member's Last Name or SSN or CIN or HK#" with a search box and a "Search" button.
- Top Right (Orange):** "Service Date" (8/12/2009) with a "(MM/DD/YYYY)" label and a "?" icon; "Duration" () months (Min. 1 Month - Max. 12 Months) with a "Check" button.
- Middle Left (Yellow):** "Specialist / Group Name" with a search box; "Choose Specialty" (ALL); "By" radio buttons for Last Name, First Name, and Both (Both is selected); "Search" button; and a link "I want to enter this information manually".
- Middle Right (Light Green):** "Enter diagnosis code or description" with a search box and a "Search" button.
- Bottom (Red/Pink):** "PCP provided MEMBER CURRENT/NEW PHONE#:" with a "NEW" label and "(if different from member's prior phone# as displayed in member details)"; "If referral to out-of-county provider" with a "Reason" button; three checkboxes: "Please call me when you have seen patient", "I would like to receive periodic status report", and "Call me if procedures or admission planned"; "Reason for referral:" with a dropdown menu; "This referral is:" with radio buttons for "Urgent: potentially life-threatening condition" and "Indicated: important to health; not life threatening"; "Questions:" with a text area; a "Disclaimer" and "Note" in red text; and "Submit RAF" and "Cancel" buttons.

Section 1 (Color: Blue) – Search for Member

You can search for a member by **Last Name, Social Security Number, CIN #** (located on Medi-Cal card) or **Healthy Kids #**.

Picture 2: Search for Member Pane

Last Name Search: If you search by last name, Picture 3 will appear, as shown below. If there are more than 8 members with the requested last name, you will notice a button to move forward. Once you move forward to the next screen, you will notice a back button below the list. An alphabet will appear below the list to move you quickly through the list. Click on the letter corresponding to the member's First Name. You can also type part of the member's Last Name. The system will return anything containing those characters, not just starting with those characters. Narrow your results by typing more characters.

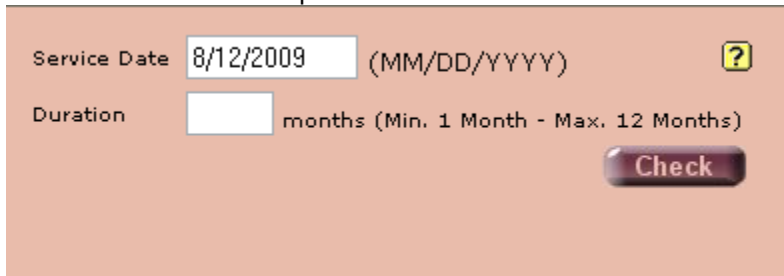
Picture 3: Last Name Search for Member

Search results for the Last Name 'smith'					
	First Name	Last Name	DOB	CIN	Data Source
<input type="radio"/>	xxxxxx	SMITH	xx/xx/xxxx	xxxxxxxxDx	Medi-Cal (PHC)
<input type="radio"/>	xxxxx	SMITH	xx/xx/xxxx	xxxxxxxxDx	Medi-Cal (PHC)
<input type="radio"/>	xxxxxx	SMITH	xx/xx/xxxx	xxxxxxxxDx	Medi-Cal (PHC)
<input type="radio"/>	xxxxx	SMITH	xx/xx/xxxx	xxxxxxxxDx	Medi-Cal (PHC)
<input type="radio"/>	xxxxxx	SMITH	xx/xx/xxxx	xxxxxxxxDx	Medi-Cal (PHC)
<input type="radio"/>	xxxxx	SMITH	xx/xx/xxxx	xxxxxxxxDx	Medi-Cal (PHC)
<input type="radio"/>	xxxxxx	SMITH	xx/xx/xxxx	xxxxxxxxDx	Medi-Cal (PHC)
<input type="radio"/>	xxxxx	SMITH	xx/xx/xxxx	xxxxxxxxDx	Medi-Cal (PHC)

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

Section 2 (Color: Peach) – Service Date/Span of Service

Picture 4: Service Date/Span of Service Pane



Service Date (MM/DD/YYYY) ?

Duration months (Min. 1 Month - Max. 12 Months)

Check

In this Section, enter the Service Date (formatted MM/DD/YYYY), as shown in Picture 4. Enter the Duration (span of service) in months and **Check**. Change the Service Date to reflect a retroactive request. There are several messages that can be returned. If the member is eligible (as shown in Picture 5), move forward to the next Section.

Picture 5: Sample 'Eligible' Span message



Important: Select Continue to move to the 3rd section or Cancel to abort the entry. If you close the window using the X in the upper right hand corner of the window, you will not be able to continue to the next Section.

If the member is **not** eligible (as shown in Picture 6), capitated to another PCP or a Special Member, you will be stopped at the service date screen.

Picture 6: Sample 'Not Eligible' Span message



Section 3 (Color: Mustard) – Specialist Search

Picture 7: Specialist Search

In the specialist search screen, you can search by first name, last name, or both. The name search requires a minimum of three characters. If more characters are used, a more specific result is returned. For instance, when both are selected and you type 'mit', you may find Mitchell, Kermit, Mitterrand, etc. In the sample screen below (Picture 8), we typed 'mitch' and selected last name. **Note:** Some specialists are maintained by the group with which they are affiliated, instead of the practitioner's name. You can also search by Specialty, NPI, Facility Name, or address.

Picture 8: Sample Last Name Specialist Search

Search results for the keyword 'mitch' and specialty 'ALL'

- BAILEY, M.D. MITCHELL E.
GENERAL SURGERY - MD
P.O. BOX 1207,SANTA ROSA,CA-95402
Ph: (209)473-6556
- EPSTEIN S. MITCHELL
RADIOLOGY - MD
622 PECAN,HELENA,AR-72342
Ph: (501)338-9366
- GOLBUS MITCHELL
OBSTETRICS/GYNECOLOGY - MD
UCSF MEDICAL GROUP BUSINESS SERVICE,SAN FRANCISCO,CA-94120-7813
Ph: None

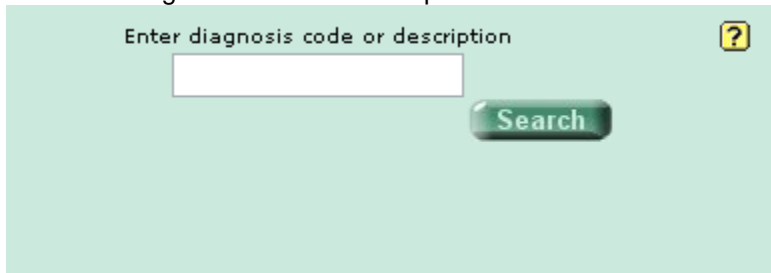
Submit Cancel

Once the provider is identified, click **Submit**. The Specialist's information is populated into the eRAF.

After selecting the Specialist, a "pop-up" window may appear. It may outline specific conditions treated by that specialist. It may list information needed before the Specialist can schedule the patient, such as lab or imaging reports. Please review the Specialist's request and send the information directly to the Specialist.

Section 4 (Color: Mint) – Diagnosis Code or Description Search

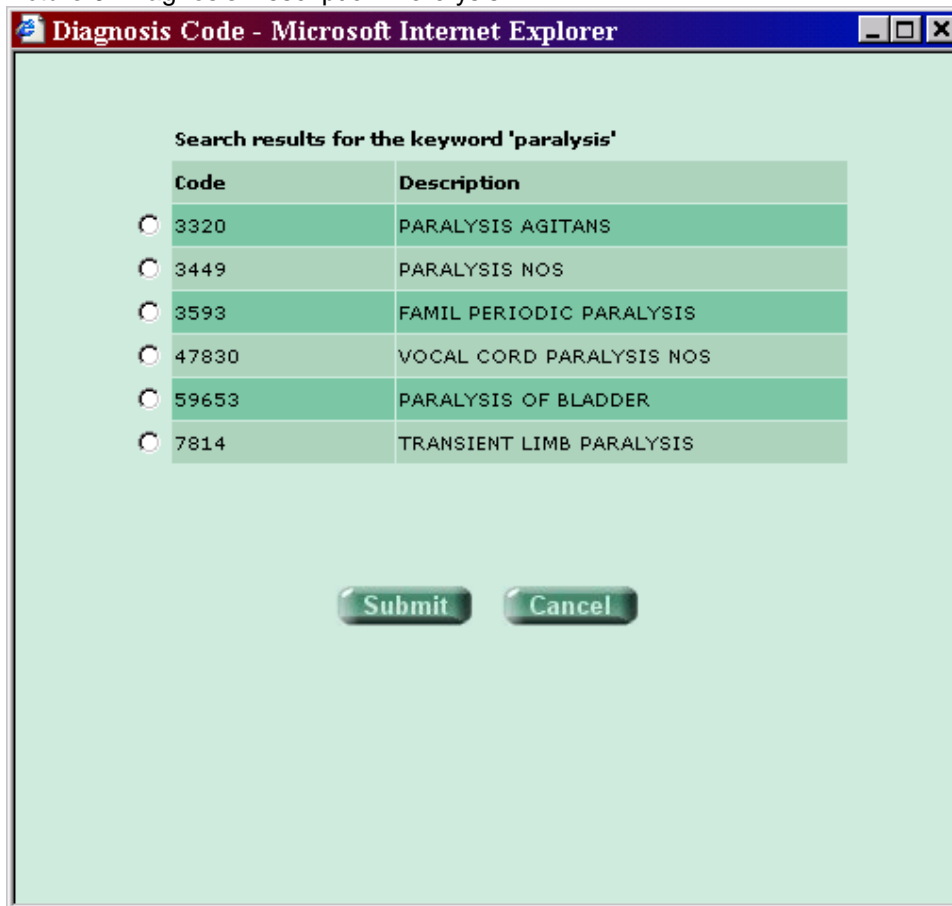
Picture 8: Diagnosis Code or Description Search



Enter diagnosis code or description ?

In this section, you can search for diagnosis by code or by description. When entering the diagnosis code, omit the decimal point. The search for description is similar to the search for specialist by name. Enter part of a description or the entire description. The more you type, the more narrow your search. Below is a copy of a search for 'Paralysis' (Picture 9).

Picture 9: Diagnosis Description 'Paralysis'



Diagnosis Code - Microsoft Internet Explorer

Search results for the keyword 'paralysis'

Code	Description
<input type="radio"/> 3320	PARALYSIS AGITANS
<input type="radio"/> 3449	PARALYSIS NOS
<input type="radio"/> 3593	FAMIL PERIODIC PARALYSIS
<input type="radio"/> 47830	VOCAL CORD PARALYSIS NOS
<input type="radio"/> 59653	PARALYSIS OF BLADDER
<input type="radio"/> 7814	TRANSIENT LIMB PARALYSIS

Section 5 (Color: Pink) – Other Information

Picture 10: Diagnosis Description 'Paralysis'

PCP provided MEMBER CURRENT/NEW PHONE#: **NEW** (if different from member's prior phone# as displayed in member details)

If referral to out-of-county provider **Reason**

Please call me when you have seen patient

I would like to receive periodic status report

Call me if procedures or admission planned

Reason for referral:

This referral is :

Urgent: potentially life-threatening condition

Indicated: important to health; not life threatening

Questions:

Disclaimer: Authorization does not guarantee payment. Payment is subject to patient eligibility at the time service is rendered.
Note: Clicking **Submit RAF** is equivalent to signature.

Submit RAF **Cancel**

Please indicate how you would like the specialist to communicate with your office and the degree of urgency of this appointment. Document your 'reason for referral' and indicate any questions you want answered.

Use this section to give the Specialist enough information to facilitate appropriate scheduling. This may include a brief review of the history of the condition, previous medications tried and/or diagnostic testing and lab results.

At this point, you may **Submit RAF** or **Cancel**. Once submitted, the system will check for duplicate RAFs in our system.

System Check for Duplicate RAFs


At the time of submission, our system will automatically check for duplicate RAFs already existing in our system. This check is performed using the member number, provider/specialist and the date span. There are three possibilities: 1) No existing RAF in the system, 2) Duplicate RAF exists in the system or 3) Partial Duplicate RAF exists in the system.

No Duplicate RAF

If there is no duplicate or partial duplicate RAF, your eRAF is submitted, as shown below. The RAF number starts with an R, meaning a regular RAF.

Picture 11: Successful Submitted RAF Screen





Your RAF was submitted to our system successfully! RAF#: **R0002499**.



Partnership Healthplan of California

Member Detail		Referral Detail	
First Name	XXXXX	Name	CHANG
Last Name	XXXXX		JOAN
Date of Birth	XX/XX/XXXX	Address	VALLEJO ,CA-94590
SSN	XXXXXXXXXX	Phone	(707)557-3680
Service Detail		Diagnosis Detail	
Start Date	7/1/2002	Code	30781
Duration	2	Description	TENSION HEADACHE
Provider Details			
Name	SOLANO FAMILY PHYS MED GRP	Address	GEORGE DELGADO MD
Address	2012 COLUMBUS PARKWAY PLAZA	City	BENICIA
ZIP	94510	Phone	7077452705
Reason to refer out of county provider			
Request			
Referral Type	None		
Referral Reason			
Questions			

Disclaimer: Authorization does not guarantee payment. Payment is subject to patient eligibility at the time service is rendered.

Duplicate RAF exists


If an exact duplicate RAF exists (100% match), the RAF cannot be submitted and the following message is displayed.

Picture 12: Duplicate RAF Screen

Your RAF			
Start Date	End Date	Specialist Name	Diagnosis Description
7/1/2002	9/1/2002	CHANG JOAN	TENSION HEADACHE

Duplicate(s) found in our system.

Sl. No	RAF No	Start Date	End Date	Submit Date
1	R0002499	7/1/2002	9/1/2002	7/1/2002 10:20:16 AM

This RAF can't be submitted 

Partial Duplicate RAF exists

If the system finds a partial duplicate RAF (1% to 99% matches), you will have two options for processing the RAF. These options are: to continue to process it as a duplicate or to cancel processing the RAF. The duplicate RAF may be for a 3 month extension, as shown below. Select continue the RAF and click Go to process.

Picture 13: Partial Duplicate RAF Screen

Duplicate RAF(s) found in our system

Your RAF			
Start Date	End Date	Specialist Name	Diagnosis Description
7/1/2002	12/1/2002	CHANG JOAN	TENSION HEADACHE

Duplicate(s) found in our system.

Sl. No	RAF No	Start Date	End Date	Submit Date
1	R0002499	7/1/2002	9/1/2002	7/1/2002 10:20:16 AM


Continue the RAF as [modification request](#).
 Cancel this RAF. Take me to RAF Home page.

The Submitted RAF Screen

Below is the screen you will see when you have successfully completed the process. The M at the beginning of the RAF indicates to our staff that the RAF needs to be processed manually.





Picture 14: Completed RAF Screen

Your RAF was submitted to our system successfully! RAF#: **M0002500**.



Partnership Healthplan of California

Member Detail		Referral Detail	
First Name	XXXXX	Name	CHANG
Last Name	XXXXX		JOAN
Date of Birth	XX/XX/XXXX	Address	VALLEJO ,CA-94590
SSN	XXXXXXXXXX	Phone	(707)557-3680
Service Detail		Diagnosis Detail	
Start Date	7/1/2002	Code	30781
Duration	5	Description	TENSION HEADACHE
Provider Details			
Name	SOLANO FAMILY PHYS MED GRP	Address	GEORGE DELGADO MD
Address	2012 COLUMBUS PARKWAY PLAZA	City	BENICIA
ZIP	94510	Phone	7077452705
Reason to refer out of county provider			
Request			
Referral Type	None		
Referral Reason			
Questions			
<p>Disclaimer: Authorization does not guarantee payment. Payment is subject to patient eligibility at the time service is rendered.</p>			

Write down the RAF # or print the screen for your record.

Faxing and Processing the RAF

Once the RAF is submitted to us, the new and duplicate RAFs are processed. Once processed at PHC, a copy and cover letter is faxed back to you and also to the specialist (provided the fax numbers are in our system).

eRAF Status Checking System

The RAF Status Checking system allows Primary Care Physicians (PCPs) to check the status of processed RAFs they submitted to Specialists. It allows Specialists to check the status of RAFs submitted to them. If a provider is both a PCP and a Specialist, he/she will be able to do both. In this documentation, we are logged in as a PCP. We will mention the differences on the screen from a PCP to a Specialist. There are slight differences.

Once logged into the system, select the [RAF Status Checking](#) link and the search screen appears, as seen below:

eRAF Status Checking

Authorization #:

Member ID #: (Member's SSN or CIN)

RAF Span From: To:

Submitted by PCP: ▼

Submitted to specialist: ▼

Display most recent: ▼ RAFs submitted

You may search for a RAF by:

- **Authorization #** - This allows you to search for the RAF by the assigned number, if known.
- **Member ID #** - This allows you to search for RAFs for a particular member by social security number or CIN.
- **RAF Span** allows you to search for RAFs within a date span, provided they are active in that particular span. The format for the dates is MM/DD/YYYY.
- **Submitted by PCP** - This allows you to search for all RAFs submitted by a particular PCP. The drop down list is dynamic, in that if you submit to a new specialist today, they are added to the list as soon as the new provider is added to the system by PHC staff.
- **Submitted to specialist** - This allows you to search for all RAFs sent to a particular specialist. The drop down list is dynamic, in that if you submit to a new specialist today, they are added to the list as soon as the new provider is added to the system by PHC staff. **Note:** For specialists, the search would be **Submitted by PCP** and allows them to search for RAFs submitted to them by a particular PCP.
- **Display most recent** allows you to display all (by default) or select from 1 to 100 RAFs from the drop down list. Once you click the Search button, your screen appears as shown on the next page.

eRAF Search Results

eRAF Status Checking - Search Results								Print	Search	Home	Logout
								Previous	Next		
Auth #	Auth Status	Member Details	Start Date	End Date	PCP Details	Specialist Details	View RAF				
RXXXXXXXXX [08/11/2009]	Approved	Member Name CIN: xxxxxxxxDx Phone: (xxx) xxx-xxxx	08/11/2009	02/11/2010	1013 0015 Hlth Svc Solano County 2101 Courage Drive FAIRFIELD, CA - 94533 Phone: (707) 784-2010	4296 0001 Maria Highsmith 1001 Nut Tree Rd, Ste. 220 VACAVILLE, CA - 95687 Phone: (707) 448-8469	View				
RXXXXXXXXX [08/11/2009]	Approved	Member Name CIN: xxxxxxxxDx Phone: (xxx) xxx-xxxx	08/11/2009	08/11/2010	1013 0018 Hlth Svc Solano County 2101 Courage Drive FAIRFIELD, CA - 94533 Phone: (707) 784-2010	1109 0019 Merle Sogge Intercommunity Medical Group 1525 Webster St., #A FAIRFIELD, CA - 94533 Phone: (707) 423-2506	View				
RXXXXXXXXX [08/10/2009]	Approved	Member Name CIN: xxxxxxxxDx Phone: (xxx) xxx-xxxx	08/10/2009	08/10/2010	1013 0015 Hlth Svc Solano County 2101 Courage Drive FAIRFIELD, CA - 94533 Phone: (707) 784-2010	17029 0001 Cynthia Pena Northbay Pain Center 1101 B. Gale Wilson Blvd Suite 307 FAIRFIELD, CA - 94533 Phone: (707) 646-4666	View				
Total no. of RAFs found:						3					
<p>* RAF was approved. One or more claims against the RAF have been denied. See claim Explanation of Payment for more information. With a valid RAF, a claim may be denied for reasons such as (1) member not eligible on date of service, (2) provider not effective on date of service, (3) diagnosis on claim requires 4th or 5th digit, or (4) the service is limited to a specified number of times.</p>											

A RAF or list of RAFs appears on the screen, as seen above. At the bottom of the screen, a line appears as seen above displaying 'Total no. of RAFs found: 3'. If your request is for more than 6 RAFs, the screen displays 6 RAFs at a time. Use the Previous and Next links above the column headings to scroll to the next 6 RAFs.

eRAF Preview

To view the RAF, click the **View** link under the View RAF column and your screen appears as shown on the below.

eRAF Status Checking - RAF Preview		Print	Search	Home	Logout
 Partnership HealthPlan of California					
<i>MEDI-CAL</i>					
RAF Number	Rxxxxxxx	RAF Status	Approved	Processed Date	08/11/2009
Service Detail					
Start Date	08/11/2009	End Date	08/11/2010		
Member Detail			Accepted Referral Detail		
First Name	Jane	Name	Merle Sogge		
Last Name	Doe	Address	Intercommunity Medical Group 1525 Webster St., #A		
Date of Birth	8/9/1937	City, State - ZIP	FAIRFIELD, CA - 94533		
CIN	88888888D6	Phone	(707) 423-2506		
Phone	(707) 555-1212	FAX	(707) 429-1158		
Diagnosis Detail					
Code	V1272	Description	Prsnl Hst Colonic Polyps		
Provider Details					
Name	Hlth Svc Solano County	Address	2101 Courage Drive		
City, State - ZIP	FAIRFIELD, CA - 94533	Phone	(707) 784-2010		
Reason to refer out of county provider					
Request	-- No data --				
Referral Type	Indicated: important to health; not life threatening				
Referral Reason	-- No data --				
Questions	DR. A JIRAS 707-784-2010 FAX 707-784-2033/IVANIA MELGAR CONTACT PERSON/ROSE				
TO BE COMPLETED BY CONSULTANT					
Final Report (please check all that apply)					
<input type="checkbox"/> My medical record note will be sent to you		<input type="checkbox"/> Typed consultation note will be sent to you			
		<input type="checkbox"/> I will call you to discuss case			
		<input type="checkbox"/> Patient was not seen as scheduled on ---			
Preliminary Report:					
Plan					
Sig./Print name	Date seen	Phone	Fax		
Disclaimer: Authorization does not guarantee payment. Payment is subject to patient eligibility at the time service is rendered.					
* RAF was approved. One or more claims against the RAF have been denied. See claim Explanation of Payment for more information. With a valid RAF, a claim may be denied for reasons such as (1) member not eligible on date of service, (2) provider not effective on date of service, (3) diagnosis on claim requires 4th or 5th digit, or (4) the service is limited to a specified number of times.					